From the Director

- “My first visit I was scared to death about the process—the whole staff was encouraging and kept me going.”

- “My case was handled perfectly. And I am now able to begin a new and better life for my children.”

- “I could have never resolved my issues if it weren't for ILAS help. I'm very thankful for everything they've done for me.”

2012 Clients

Client statements like these are why my co-workers and I have made Idaho Legal Aid Services our careers. We are Idaho’s only statewide nonprofit law firm focused on serving the civil legal needs of poor and vulnerable Idahoans. This annual report provides a summary of who we are, what we do and most importantly who we serve. In 2012, Idaho Legal Aid Services served 3,887 clients with critical civil legal problems. Key cases concerned domestic violence, foreclosure, consumer issues, seniors, abused and neglected children, homelessness, Medicare, Medicaid, Social Security and other legal problems.

Nor are we resting on our laurels. We are working to diversify and stabilize our financial footing while incorporating new technologies and process improvements to serve more clients, more efficiently. Continued improvement of the firm is made possible by a growing base of financial supporters, an excellent staff, motivated Board of Directors, dynamic financial and service partnerships, and a variety of volunteers. Together they are making access to justice a reality for many in Idaho.

As you page through this Report you will see images of our beautiful state. Idaho Legal Aid Services has served Idaho for more than 40 years and represented clients in all 44 counties in 2012. These images reflect the beauty of our state and also some of the challenges facing its people.

Mission

Idaho Legal Aid Services provides equal access to justice for low income people through quality advocacy and education. In short, we help Idahoans navigate legal challenges and help prevent them from arising in the first place.
2012 Accomplishments

- We provided legal services to 3,887 Idahoans.
- Served 1,912 clients through our attorney staffed Senior Legal Advice Line, Domestic Violence Legal Advice Line and Fair Housing/Fair Lending Advice Lines.
- The estimated financial benefits to our 2012 divorce, custody, and Social Security clients was $6,691,676.
- Our attorneys, volunteers and externs spent 30,390 hours representing clients, performing public outreach, conducting educational presentations and other services. The estimated value of these services is $3,798,750.
- We educated 5,675 Idahoans at free outreach presentations on a variety of topics to help prevent legal problems from occurring in the first place. Another 29,676 persons received our legal educational brochures.
- There were 101,874 visits to the Idaho Legal Aid Services website: www.idaholegalaid.org. This included the completion of 14,539 interactive court forms interviews which generated free legal forms for filing in Idaho courts.
- We referred 8,776 Idahoans to attorneys, social service agencies and other providers.
- Our attorneys spent 517 hours working with members of the private bar on pro bono cases, sharing legal expertise, etc. at no charge.
Practice Areas

“‘I was in need of legal assistance and felt lost, but after finding your services I am very happy & satisfied that I came to you for my needs.’

2012 Client

Family
Idaho Legal Aid Services’ family law practice helps victims of domestic violence, sexual assault and stalking. Typical cases include divorce and custody with spousal and/or child abuse, protection orders, child support, modifications, guardianships and conservatorships.

Housing
Common housing cases include wrongful evictions, foreclosures, public/subsidized housing issues, manufactured housing, and housing discrimination.

Government Benefits
The majority of cases involve Social Security Disability Insurance and Supplemental Security Income, County Assistance, Food Stamps, and Aid to the Aged Blind and Disabled (AABD).
Health
The most common cases concern Medicaid for seniors in failing health who need long term care.

Consumer
The consumer practice includes consumer rip-offs and scams, identity theft, predatory lending, public utilities, and fair debt collection practices.

Other Cases
Idaho Legal Aid Services attorneys are involved in a variety of other legal issues including guardianships for abused, neglected and abandoned children, conservatorships for people who have lost the ability to manage their lives, advanced directives, wills, wage claims, juvenile, employment, education, migrant farmworker and Native American issues.

“ILAS was thorough and courteous. I felt valued as a client. The attorney and staff was respectful and thorough.”

2012 Client
Stopping Domestic Violence and Sexual Assault

Idaho Legal Aid Services is Idaho’s largest provider of legal representation to low income victims of domestic violence, sexual assault and stalking. This representation helps clients, their communities and our state. Clients often face large medical bills, the loss of housing, unemployment and other problems which force them to seek government help. Employers lose reliable workers. Government must dedicate law enforcement, emergency personnel, judicial and prison resources in response. Schools must provide abused children additional services. Social service agencies provide survivors housing, counseling, food support, and other help. Grandparents and other family members must often house survivors or raise grandchildren. Ending this violence is in everyone’s best interests.

In 2012, Idaho Legal Aid Services attorneys represented 761 clients with 1,330 children to end domestic violence, sexual assault and/or stalking in their lives. Common cases included protection order, divorce, custody, modification and parental termination proceedings. The program’s 2012 family law practice obligated abusers to pay an estimated $1,553,388 annually in child support, day care, and medical insurance costs for their children.

Idaho Legal Aid Services’ 2012 family law practice was funded by grants from the Idaho Coalition Against Sexual and Domestic Violence, Idaho Council Against Domestic Violence and Victim Assistance, Idaho State Police, Nampa Family Justice Center, FACES Justice Center, regional United Way agencies, and the Family Law Section of the Idaho State Bar.
Domestic Violence Legal Advice Line

When someone has been physically or sexually abused they often don’t know what to do or where to turn. Since 1999, the attorney-staffed Domestic Violence Legal Advice line has been a free resource for low-income victims of domestic violence, sexual assault and stalking in Idaho. The Advice Line is particularly well suited to serving rural Idahoans. Callers receive immediate help with their legal questions and referrals to domestic violence shelters and other resources. The experienced Advice Line attorneys routinely answer questions like, “How do I get a protection order?” or “What can I do if my spouse kidnaps my child?” The Domestic Violence Legal Advice Line is open Monday through Friday from 9:30 am until 3:30 pm, Mountain Time. Call toll free: 1-877-500-2980. Spanish speakers may call toll free: 1-866-954-2591 or 454-2591 if in the Caldwell area. Idaho Legal Aid Services would like to thank the Idaho Council Against Domestic Violence and Victim Assistance for its continued financial support for the Domestic Violence Legal Advice Line.

“Just would like to say thank you, Idaho Legal Aid was a lifesaver for me. I had suffered for 12 years not knowing my rights or what to do. Not everyone has internet, to have help with simple questions. Poverty levels of people are everywhere. I thank Idaho Legal Aid for saving my life, and will remain forever grateful.”

2012 client
Helping Kids

Idaho Legal Aid Services is often asked to protect abused, neglected and abandoned children. In 2012, we helped 60 clients to protect vulnerable children through guardianship and/or conservatorship cases. Many were brought on behalf of grandparents who have stepped forward to raise their grandchildren. Idaho Legal Aid Services would like to acknowledge Idaho’s Area Agencies on Aging and the Casey Family Foundation for supporting this practice.

“They made a tough job (for me) in a difficult time easy to get through. Extremely satisfied with the professionalism and the care they took.”

2012 Client
Serving Seniors

Long Term Care

A large part of Idaho Legal Aid Services’ senior practice is dedicated to helping clients in failing health and diminishing resources to qualify for Medicaid so they can receive care in a nursing home, assisted living facility or their own home. Most of these clients are referred by the Idaho Department of Health and Welfare or service providers to obtain advice and legal documents needed to qualify for Medicaid. In 2012, Idaho Legal Aid Services attorneys assisted 327 seniors with Medicaid issues. This practice is largely funded by Idaho’s six Area Agencies (the Area Agency on Aging of North Idaho, College of Southern Idaho Office On Aging, Community Action Partnership, Idaho Council of Governments, Eastern Idaho Community Action Partnership, and the Southeast Idaho Council of Governments).

Guardianship and Conservatorship

In 2012, Idaho Legal Aid Services helped 120 incapacitated adults with guardianship and/or conservatorship issues. Most cases concerned seniors with Alzheimer’s, dementia or other chronic illnesses.

“We will be forever grateful for your help! My mother and I had no idea what to do & ILAS went out of their way to help us. They made a very difficult time in our lives better.”

2012 Client

Idaho Senior Legal Hotline

Idaho Legal Aid Services created the Senior Legal Hotline to serve seniors who might otherwise not have access to an attorney. In 2012, the Senior Legal Hotline was open to all low-income Idaho seniors. Common questions concerned Medicaid, Medicare, consumer rip-offs, advance directives, wills, grandparents’ rights, Social Security, guardianships, and senior abuse. Currently, the Senior Legal Hotline is open Monday through Friday from 9:00 am until 3:00 pm, Mountain Standard Time, and is available to seniors age 60 and older of all incomes. Please call toll free: 1-866-345-0106. Spanish speakers may call toll free: 1-866-954-2591 or 454-2591 if in the Caldwell area.
Stabilizing Finances

Legal representation by Idaho Legal Aid Services’ attorneys brings millions of dollars of federal benefits into Idaho annually for disadvantaged clients. The firm helps seniors, persons with sight impairments and those with disabilities who are unable to work to obtain federal Supplemental Security Income (SSI) benefits. Idaho Legal Aid Services also represents clients with Social Security Disability Insurance claims where the private bar is unable to assist. Idaho Legal Aid Services estimates that its 2012 Social Security practice will bring over $5,364,288 in federal funds to Idaho clients. Those funds are spent in Idaho communities for food, rent and everyday necessities. ILAS attorneys also help families and individuals in transition obtain or keep cash assistance and food stamps to protect their health and well-being, and that of their families, during difficult times.

Migrant Farmworker Law

Migrant farmworkers keep Idaho’s agricultural economy working. Idaho Legal Aid Services’ Migrant Farmworker Unit was created to serve this often vulnerable population. In 2012 the Migrant Unit closed 92 cases benefiting 310 people. Common cases included recovery of unpaid wages, violations of farmworker protection laws, denial of public benefits, housing evictions, consumer problems, and other legal matters.

The Migrant Unit spends much of its time educating migrant farmworkers to prevent legal problems. Outreach workers based in Caldwell and Twin Falls provide outreach on labor laws such as the Idaho farm labor registration and bonding act, Idaho’s worker’s compensation law, and the migrant and seasonal agricultural worker protection act.
Housing Law

Housing cases were the largest Idaho Legal Aid Services practice area in 2012. Firm attorneys represented 1,592 clients with 1,529 children in housing cases. Most cases were to represent tenants in private/public housing or manufactured home parks fighting improper evictions. Demographic changes have led to an increase in Fair Housing Act cases to protect Idahoans from housing discrimination based on their race, color, sex, religion, sexual orientation/gender identity, national origin, disability, and familial status. Since the recession the firm has experienced a large increase in refugee clients faced with homelessness and violations of their fair housing rights.

After the Great Recession hit Idaho in 2008, foreclosures increased more than 100% (the state had the tenth highest rate in the U.S. in 2011). The firm responded by developing a practice to fight improper foreclosure actions. This work often results in the re-negotiation of a homeowner’s debt so they can stay in their home while protecting neighborhood property values.

“Without the assistance of ILAS, I would have been homeless. Never be afraid of asking for help. ILAS treats you with respect.”

2012 client

Indian Law

Idaho Legal Aid Services’ Indian Law Unit provides legal assistance to Native Americans and Tribes in Idaho. This includes the Kootenai, Coeur d’Alene, Nez Perce, Duck Valley and Fort Hall Indian Reservations. Collectively, these reservations include more than a million acres of land and over 9,000 members. A large number of Native Americans also reside off reservations in communities across Idaho. The Tribes are sovereign entities which exercise jurisdiction over tribal members and activities taking place within the reservations. The Tribes have their own tribal courts, judges, legal codes, traditions, and customs.

ILAS receives a small LSC Native American grant and two grants from United States Department of Justice ("DOJ") to provide representation of Native Americans. ILAS also has a contract with the Coeur d’Alene Tribe to provide civil representation. In 2012, the Indian Law Unit closed 229 cases for Native Americans benefiting 616 clients and family members.

ILAS attorneys represent clients in Shoshone-Bannock, Duck Valley, Nez Perce and Coeur d’Alene tribal courts in a wide range of civil cases. ILAS attorneys also represent Native Americans in child protection, adoption and guardian cases when the Indian Child Welfare Act should be applied in state court proceedings. ILAS attorneys assist Indian landowners in estate planning and drafting wills that comply with the American Indian Probate and Reform Act of 2004 in order to preserve their ownership of trust lands and avoid further fractionalization of trust lands.

ILAS uses the DOJ criminal grant to provide tribal court representation of juveniles or when a public defender is not available. ILAS attorneys also assist Tribal Judges’ efforts to improve the tribal court system by revising Tribal Codes, providing technical assistance, acting as a Guardian ad Litem, and participating and assisting with the mediation of disputes.
Idaho Legal Aid Services and the Web

Thanks to grants from the Legal Services Corporation, Idaho Legal Aid Services has developed a user-oriented, client friendly website.

The site provides free access to legal information, pro se interactive court forms and other useful information. This includes more than 160 brochures and a legal library of educational content. In 2012 the Idaho Legal Aid Services website had 101,874 unique visitors with 359,768 page views.

The Interactive Forms Project

Idaho Legal Aid Services and the Idaho Supreme Court have partnered to develop “automated” legal forms for use by low income self-represented persons. This Legal Services Corporation funded project enables website visitors to complete legal forms by navigating through a “plain English” interview without ever seeing a legal form. The 38 form packets include 33 English language and 5 Spanish language interviews for forms such as protection orders, small claims, durable powers of attorney, default divorces, claims of exemption, name changes and landlord-tenant problems.

In 2012, 14,539 legal forms were assembled through the Interactive Forms Project. The free interactive court forms are available through the Idaho Legal Aid Services and Idaho Supreme Court websites at: www.idaholegalaid.org and www.courtselphelp.idaho.gov
Grantors

- Boise Legacy Constructors Foundation (Boise Office)
- Casey Family Foundation (Caldwell and Boise Office)
- Coeur d’ Alene Tribe civil services contract (Coeur d’Alene Office)
- Department of Housing and Urban Development (HUD) Fair Housing Initiatives Program Outreach and Education General Component Grant
- HUD Fair Housing Initiatives Program Outreach and Education Lending Grant
- Department of Justice (DOJ) National Identity Theft Networks Project funds through Maryland Crime Victims Resource Center
- DOJ Legal Assistance for Victims grant through Idaho Coalition Against Sexual and Domestic Violence
- DOJ Tribal Justice Grant funds through Native American Rights Fund
- DOJ Grants to Encourage Arrest Policies and Enforcement of Protection Orders funds through the City of Nampa
- Idaho Council on Domestic Violence and Victim Assistance
- Idaho Law Foundation Interest on Lawyers Trust Accounts Grant (IOLTA)
- Idaho Partners Against Domestic Violence
- Idaho Supreme Court Guardian Ad Litem Project
- Legal Services Corporation Basic Field, Native American, Migrant Farmworker and Technology Initiatives Grants
- Nez Perce Tribe civil services and public defender contract (Lewiston Office)
- Idaho Commission on Aging (ICOA) Funds via Area Agency on Aging of North Idaho (Coeur d’Alene Office)
- ICOA Funds via College of Southern Idaho Office On Aging (Twin Falls Office)
- ICOA Funds via Community Action Partnership (Lewiston Office)
- ICOA Funds via Eastern Idaho Community Action Partnership (Idaho Falls Office)
- ICOA Funds via Idaho Council of Governments (Boise and Caldwell Offices)
- ICOA Funds via Southeast Idaho Council of Governments (Pocatello Office)
- Impact Fund
- National Mortgage Servicing Settlement Fund through Idaho Attorney General
- Parents Reaching Out To Parents (Coeur d’Alene Office)
- Robert Wood Johnson Foundation (Boise Office)
- Seagraves Foundation (Twin Falls Office)
- STOP Violence Against Women Act Grant through the Idaho State Police
- STOP American Recovery and Reinvestment Act Funds through the Idaho State Police
- Twin County United Way (Lewiston office)
- United Way of Idaho Falls and Bonneville County ( Idaho Falls Office)
- United Way of Kootenai County (Coeur d’Alene Office)
- United Way of Southeastern Idaho (Pocatello Office)
- United Way of Treasure Valley (Boise and Caldwell Offices)
Idaho Partners Against Domestic Violence

Idaho Partners Against Domestic Violence is a nonprofit organization dedicated to preventing domestic violence through community awareness and promoting access for victims of domestic violence to the judicial system by increasing the number of legal services and volunteer attorneys available to represent them. Idaho Partners Against Domestic Violence sponsors an annual campaign soliciting contributions from corporations, law firms, attorneys, and individuals. Two-thirds of the funds raised are distributed to Idaho Legal Aid Services and the Idaho Law Foundation’s Idaho Volunteer Lawyers Program for free civil legal services to victims of domestic violence. Each $650 contribution provides a victim and their children the ability to enforce Idaho’s laws through the free legal assistance of a volunteer or legal services attorney.

The 2012 campaign was co-chaired by Chief Justice Roger Burdick and attorneys Ron Rock and Teresa Baker. Idaho Legal Aid Services would like to thank the co-chairs and the other volunteer members of the Idaho Partners Against Domestic Violence Leadership Committee for their skill and dedication in promoting this vital campaign.

“This was a hard time for me. I feel they saved my life. They were so kind and helpful. God bless them.”

2012 client
Donations

Idaho Legal Aid Services expresses our sincere thanks to the individuals, law firms and organizations listed below that generously contributed time, items and/or funds to our organization in 2012.

John Alkire
Jay (Matt) Alley
Anonymous
Marla Asher
Alice Ball
Daniel Barron
Kenton Beckstead
Josh Bennett
Erika Birch
Charles Bissy
Mary Beth Blair
Blue Sky Bagels
Bokides Law Office
Mitchell Bond
Brookover Properties
Lessie Brown
Steve Brown
Janell Burke
Burkett Law Office PLLC
Cameron Phillips PA
Laura & Jon Carter
Alex Caval
Jennifer Chadband
Christensen & Doman, PC
City of Idaho Falls
Heather Conder
Deborah Cordes & Roger Snyder
Bradley Cox
John & Diana Cross
Curtis & Porter PA
Roger Davenport
Roy DeJourdan
Kelly Dumais
Eberharter-Maki & Tappen PA
Charissa Eichman
Erik Ellis
Nancy Ferris Engle
John Fedders
Fifth District Bar Association
First District Bar Association
Martin Flannes
Flying M Coffeehouse
Fourth District Bar Association
Wayne & Margaret Fuller
Laurie Gaffney
Louis Garbrecht
Raymond & Jeanne Givens
Givens Pursley LLP
Goicoechea Law Offices LLP - Pocatello
M. Delia Gonzalez-Munson
Jon Gorski
Charles (Hoey) & Roberta Graham
Susan Graham
Hamilton, Michaelson & Hilty
Robert Harman
Jeffrey Hepworth
Herzfeld & Piotrowski
Mark Hiedeman
Holland & Hart
Reggie Holmquist
Dale Holst
Jeff Howe
HP Company Foundation
HP Your Cause LLC
Hull & Brandstetter
Andrea Hunter
Forrest Hunter
Keith Hutchinson
ICON Credit Union
ISB Diversity Section
ISB Family Law Section
ISB Litigation Section
ISB Real Property Section
ISU/Paralegal Association
INL/Battelle Energy Alliance
Nancy Wilson Ives
Kathleen Jensen
Sadie Jensen
Jensen Law Office
Nancy Johnson
James & Mary Jones
Linda & Jim Judd
Christy Kaes
Judith Kane
Julie Sobotta Kane
Brian Kanswe
Toni Ketterling
Deborah Kristal
Louis Kristan
Charles Kroll
Rebecca & Preston Kulaga
Law Office of Boyd Peterson
Law Office of Jeanette Wolfley
Law Offices of Nancy Callahan
Kathleen Lee
Maria Lee
Jenny LeFevre
Alicia Legault
Vern Lenz
David Lohman
Lovan Roker & Rounds
Eric Ludlow
Linda Luna
Robert Magette
Marc Wallace PA
Mark Clark PLLC
Gary Masterson
Michael McBride
John & Peggy McMahon
Bob Meek
Joe Meier
Jeffrey Messerich
Shirlene Messner
Microsoft Matching Gifts Program
Kathryn Murphey
Ken Nagy
Phillip Oberrecht
Laura O'Connell
Michele O'Conner
Gerald Olson
Rebecca O'Neill
Edith Pacillo
W Anthony Park
Parker Law Offices PC
Donations (continued)

Randy Patrick
Kristen Pearson
M Pearson
Jim & Jill Peitersen
Denise Penton
Mark Perison
Jake & Jennifer Perry
Richard Petersen
Philip Peterson
Jeremy Pittard
Marion Powell
Richard Powell
John Prusia
Racine Olson Nye Budge & Bailey
Gene Ratcliff
Louise Regelin/E.D.Sherman
Stephen Rice
Eileen Riddle
Paul & Alexis Rippel
Thomas Robertson
Brent Roche
Elliot Rockler
Ausey Robnett III
Jeffrey Rolig
Juanita Ropp
Roy Nielson Barini-Garcia & Platt
Kristin Ruether
Elizabeth Rush
Cailynn Sanders
Scarlett Law, PLLC
Sarah Scheuermann
Lauren Scholnick & Steven Cook
Second District Bar Association
Seventh District Bar Association
Matt Shriver
Gardner & Jeannette Skinner
Richard Skinner
Ben Slaughter
Leon Smith
Kresten Snow
Stephan Kvanvig Stone & Trainor
Laird Stone
Chris & Shantel Taylor
Maureen Teeters
Texas Roadhouse
Coeur d’Alene
Third District Bar Association
Bruce Thomas
Carrie Tucker
United Way of Kootenai County
Joshua van Swearingen
Thomas Vasseur
Kelly Wakefield
Billie Jo Warnock
Wasden Law Offices, PLLC
Alan & Margaret Wasserman
White Peterson
Bobbi Williams
Shannon Work
Stephen Woychick
Abriana Yanez
Yost Law, PLLC
## Financial Information

### INCOME/RESOURCES 2012

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**Total Income/Resources** $2,879,911

### EXPENSES

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**Total Expenses** $2,948,274

**ENDING BALANCE** $465,119

## Awards

### Awards:

**2012 Justice Achievement** - John Cross

Recognizing exceptional litigation and advocacy skills and demonstrated devotion, dedication, and commitment to improving the quality of life of our clients through litigation.

**2012 Keystone Award** - Sunrise Ayers, Karen McCarthy

Recognizing special abilities and skills which have created a strong and solid foundation within Idaho Legal Aid Services and enhanced the efficient and effective delivery of legal services to the client community.

**2012 Special Recognition Award** - Cathy Beck

For the generous contributions of time, talents, and efforts which have enabled Idaho Legal Aid Services to accomplish its mission of delivering high quality legal services.

### Service Levels:

- **5 years**: Steve Rapp
- **10 years**: Amy Taylor
- **15 years**: John Cross, Laura O’Connell, Lisa Tenny
- **20 years**: Angela Jensen
- **30 years**: Erma Williams
- **40 years**: Ernesto Sanchez
Board of Directors (updated for 2013)

**Idaho State Bar Association**
Lora Breen, Boise
*President*

**First District Bar Association**
Pam Massey, Coeur d’Alene

**First District Bar Association**
R. Wayne Sweney, Coeur d’Alene

**North Idaho Violence Prevention**
Louise Zimmerman, Coeur d’Alene

**Second District Bar Association**
Sarah McDowell, Lewiston

**YWCA-Lewiston/Clarkston**
Cathy Beck, Lewiston
*Secretary*

**Third District Bar Association**
Kim Brooks, Nampa

**West. Id Community Action**
Steve Morningstar, Weiser

**Fourth District Bar Association**
Ammon Hansen, Boise

**Fourth District Bar Association**
Paul McFarlane, Boise

**Women’s & Children’s Alliance**
Miriam Mbotha, Boise

**Fifth District Bar Association**
Seth Platts, Twin Falls

**Fifth District Bar Association**
Brooke Redmond, Twin Falls

**Crisis Center of Magic Valley**
Emely Gonzalez, Twin Falls

**Sixth District Bar Association**
Mary Huneycutt, Pocatello

**Southeast Idaho Comm. Action Agency**
Marlene Hope, Pocatello

**Seventh District Bar Association**
Steve Brown, Idaho Falls

**Seventh District Bar Association**
Boyd Peterson, Firth
*Vice President*

**Eastern Idaho Head Start**
Liberty High, Idaho Falls

*Courtesy of Idaho Tourism*
“My attorney was very professional and friendly. She helped immensely during a difficult time after having to admit my husband to the Veterans Home.”

2012 client